



DTSW NEWSLETTER

EDITION 12

OCTOBER 2000

DoD & WITS2001
Direct Billing
Web-base Purchasing



Competitive Pricing

New Services

Change!

Lower Costs

Message From The Director

FY00 ended on a positive note. A Memorandum of Understanding was signed with General Services Administration on 19 September 2000. This MOU will enable DTS-W customers to order telecommunication services and products from the WITS2001 Contract. Pricing is competitive, e.g. the cost of a telephone line will decrease on average by fifty percent.

Information regarding the new contract, DTS-W/GSA Partnership, Direct Billing Options and related issues were provided to those TSCOs at the WITS2001 Customer Briefing, held 15 September 2000, at the Rosslyn Holiday Inn. If you were unable to attend, copies of the briefing slides are available from the DTS-W WITS2001 Joint Transition Center (703-602-3820) or by calling your DTS-W account manager. DTS-W is excited about the new WITS Contract and the potential it offers to our customers.

Michael A. Newton
Director, DTS-W

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To ensure that the Newsletter remains informative, we ask that you submit questions, comments or any information wished to be included to Defense Telecommunication Service – Washington (DTS-W) Plans Branch. Electronic responses may be submitted to renee.peters@dtsw.army.mil or 703 696-7880. Look for us at our website: www.dtsw.army.mil

Comments can be mailed to: **DTS-W NEWSLETTER
ATTN: PLANS BRANCH
DEFENSE TELECOMMUNICATION
SERVICE-WASHINGTON
1700 N MOORE STREET, SUITE 1475
ARLINGTON, VA. 22209-1903**

GSA Converts to WITS2001

On Monday, 2 October 2000, all existing GSA WITS customers were successfully converted to the WITS2001 contract. From all reports, the conversion was a smooth process. The period of 2 October through 5 November will be the “burn-in” period for Service@once. DoD will have a similar “burn-in” period when we convert to WITS2001. During the burn-in period, Verizon’s Customer Service Center will place service orders. Effective 6 November 2000, GSA’s authorized and trained Designated Account Representatives commence to submit service requests via Service@once dial up or direct connect access.

With the successful conversion of GSA to the WITS2001 contract, GSA and Verizon are now ready to concentrate on the third partner of the contract – DoD. A TEMPO Transition Integrated Process Team (IPT) has been established with full representation of the DTS-W Joint Transition Team (JTC). 1 April 2001 continues to be the target date to convert DoD Telecommunications services to the WITS2001 contract.

WITS2001 CLIENT’S GUIDE

As of 2 October 2000, the WITS2001 Client’s Guide (GSA’s version of the TSCO Resource Guide) is on line at www.wits2001.com. The intended audience for the Guide is as follows:

1. Current WITS2001 customers (GSA),
2. New WITS2001 customers (GSA),
3. Potential WITS2001 customers
4. GSA/NCR personnel
5. WITS2001 vendors

Processes that may differ for DoD are not currently included in the Guide. Members of the DTS-W Joint Transition Team (JTC) participated in the Integrated Process Team (IPT) that published the Guide and will continue to participate on the IPT for updates and or additions to the document.

The WITS2001 Client’s Guide is considered a “living” document, available via the web site only. Neither GSA nor the vendor will make hard copies available. Users are encouraged to print those portions of interest to them on an as needed basis.

Upcoming Change

When DoD is transitioned to the WITS2001 Contract on 1 April 2001, access to 800 numbers for the Voice Mail Platforms will no longer be an offering.

For several years voice mail platforms used by TEMPO customers have been configured with 800 numbers that users dial in order to access the voice mail system, and to check for messages while on official travel. Costs for this service are charged to the customer base as part of the pro-ration line count. DTS-W is committed to lowering our customers line charges wherever technically and legally feasible. All customers that are required to travel on behalf of the Government are encouraged to procure the FTS Calling Card. With the calling card, users may check for voice mail as well as make other official calls while away from the office.

FTS Billing Update

Currently, outstanding FTS 2000 & 2001 charges are not reconcilable against the data presented by DITCO and MCI WorldCom . In order to assist DoD customers in meeting fiscal year end requirements, DTS-W processed charges contained in all of the billing CD's presented by WorldCom. DTS-W recently met with DITCO to discuss whether or not they have been successful in resolving this matter "across the board". A large portion of the problem is attributed to DITCO bills, which includes monthly recurring costs, usage charges and surcharges, while WorldCom billing data provides usage charges only. DITCO and DTS-W have agreed to collaborate in order to work through the issue. As of 26 September, all available FTS 2000 & 2001 charges have been processed and should appear on your next 4445R.

For questions, contact DTS-W Resource Branch: Mrs. Shandell Brown, 703-696-7856, Ms. Belinda Campbell, 703-696-7884 or Mrs. Joyce Thompson, 703-696-8417.



Reminder BAC Update

DTS-W's Expense Management Team would like to remind all customers, that their fiscal year 1996 funds will expire at the end of fy 2001. Customers need to ensure that all disbursements against FY 96 are completed NLT 30 September 2001. In recent Form 20 mailings, included were several informational memos, which addressed FY 2001 estimates and accounting classification data element order. DTS-W encourages all customers to thoroughly review their accounts monthly with both the TSCO and Budget Officer. The partnership also involves your Account Manager, TSCO, Budget Officer and EMT representative. For additional copies of the memos, contact, Ms. Raquel Peterkin, Expense Management Team Supervisor, 703-696-7677.

New TEMPO DO for FY 01

The new TEMPO Blanket Delivery Order for FY 01 number is **4726**. This number allows authorized TSCOs to order the most commonly used items directly from TEMPO vendors via a service order. Customers may begin ordering against this number now. Please make sure all orders reflect a FY2001 Job Order Number (JON) and do not exceed \$50,000. All orders above this amount require a Purchase Order/Delivery Order process. For assistance, contact your DTS-W Account Manager.

Data Communication III

The 4445R, Form 20 and Telephone Usage Report can now be accessed via DTS-W Web page. The consolidated, summarized reports are used as a barometer for BAC fund cites in a billing cycle. The reports are separated by BAC, fiscal year and billing period.

To access your agency's 4445R, Form 20 or Usage Report, an authorized TSCO /Budget Managers must access the DTS-W Web page @ www.dtsw.army.mil. Once inside, click the icon "Useful Links to Other Websites" and scroll down to the DTS-W on-line system. At this section, the TSCO/Budget Managers must enter their login name and password to gain entrance. Once in, locate the listed icons and follow the entry boxes. You can select several options in obtaining entrance into the database, either BAC, fiscal year or billing cycle.

For questions regarding your login name or password, contact Robe'rt Palmer, (703) 696-8681.

Printing Selected Documents

4445R Forms

User access to a specific BAC is required to view your 4445R form. Search options for form "4445R Selection Screen", by clicking the "Display Forms" button. If more than one BAC is selected, a list of 4445R forms matching the search criteria will be displayed. Select the BAC of the Form 4445R you would like to view.

Online Form 20

Form 20s can now be accessed on-line. To access your account, TSCOs/Budget Managers must have access permission to use this feature. Quarterly, during the fiscal year, DTS-W generates an estimated cost for telecommunication services provided. Once these estimates have been entered into the system, Budget Managers can access and modify the data online. The data is then electronically loaded into a file in adobe acrobat format, which can be downloaded. The Budget Manager can print the downloaded file, sign the paper form and submit it to DTSW.

Filling out the online Form 20's

The online Form 20 has the same information as the paper copy, however, it has been reorganized for the computer screen. The following data is entered or updated by the TSCO/Budget Manager.

- Ordering Agency
- Submit Billing To Address
- Funds Chargeable
- Comments
- Typed Name of Certifying Officer
- Point-of-Contact

- Telephone Number

Telephone Usage Report

The Telephone Usage Report (TUR) is a detailed list of calls, which is generated monthly by (BAC). This report provides data submitted from various vendors and is generally received two months after the services have been incurred. Charges and Call detail information includes customer activity from calling cards, 1-800, 700 services, cellular services, switched line services, directory assistance (DAC), extended area calls (EAC) and toll calls

Printing 4445R's, Form 20's and Usage Reports forms

Print the file using "File" and then "Print" menu command.

NOTE: Browser font size may need reducing, print the page in landscape and change the margin settings to fit the report on the page.



FTS-2001 & ID3 Calling Card Update

DTS-W is pleased to announce the FTS-2001 Calling Cards are now available. The new cards replace existing FTS-2000 and ID3 Calling Cards. TSCOs' should submit their request for replacement cards as soon as possible. Also, once TSCOs have been issued the new calling cards, it is important to notify DTS-W to cancel the FTS-2000 and ID3 calling cards. New calling card enhancements will override the short-term irritant associated with card replacements. The FTS-2001 Calling Cards incur a surcharge of 27 cents each time the card is used, plus the cost of the call, which are approximately 27 cents per minute for International calls and 4 cents per minute for CONUS calls. The FTS-2001 Calling Card will bear a number that does not resemble any of the telephone numbers serving your offices. **Note:** To enhance card security, the Calling Cards do not reflect familiar telephone numbers for billing. The numbering scheme is unique to each card.

Submit Calling Card requirements to:

DTS-W, Network Services Division, Fax (703) 696-8694

Mailing Address: Defense Telecommunications Service-Washington

Attn: Network Services Division, Calling Card Section

1700 N. Moore Street, Suite 2350

Arlington, VA 22209-1947

Contact Ms. Adria English, (703) 696-0373 or Ms. Liz Mayronne, (703) 696-8666, for further information.

Virginia Relay Service

Now you can dial **711** to reach the Virginia Telecommunications Relay Service (VA Relay) 24-hours a day.

What is the VA Relay and how does it work?

VA Relay is a service that relays a conversation between people with speech or hearing disabilities, using a text telephone (TTY) and or a regular telephone. The user of the TTY, types his or her conversation and the message is relayed to the other party by a Communications Assistant (CA). The CA then relays the hearing person's exact words by typing them back to the TTY user. All CAs have been specially trained to help conversations flow with ease and accuracy. All calls are handled with strictest confidentiality.

To access VA Relay from inside Virginia, simply dial **711**. There will be no charge for local calls and a discount will apply on toll calls you make within Virginia, the same as you experience today. All options available to VA Relay users through the existing 800 numbers are also available to **711** users. You may still use VA Relay by dialing the 800 numbers you currently use. These numbers are 1-800-828-1120 (TTY) and 1-800-828-1140 (Voice).

If you are having problems dialing **711** from your home telephone, please call your local telephone company repair service. This number is listed in the front of your telephone directory. If you experience problems dialing **711** at your business or a public location, please notify the appropriate person at the establishment.

To learn more about VA Relay and **711**, you may contact the Virginia Department for the Deaf and Hard of Hearing at 1-800-552-7917 (Voice/TTY).

A NOTE TO ALL RELAY USERS: **711** is to be used only to contact the Virginia Relay Center. For emergencies, continue to use **911**.



Verizon Dedicated Technician Credits

Verizon will issue a credit to all customers who did not have Dedicated Technician(s) support during the recent Verizon strike. To ensure that a credit is received, an amendment to your specific TEMPO purchase order/delivery order number for this service must be issued. Therefore, Telecommunications Service Control Officers (TSCO) will need to contact their DTS-W Account Manager (AM) with the information necessary to process these credits. If you have not already done so, please provide your AM with the technician's name and dates that the technician **did not** report to work due to the work stoppage. DTS-W has processed over \$151K in Dedicated Technician credits for our customers and will continue to monitor billing of these delivery orders to ensure that no payment is allocated for the period of non-performance of dedicated technician services.



TSCO and Budget Officer Update

DTS-W is requesting updates on addresses, phone numbers, e-mail addresses and facsimile numbers. We have had several Billing Statements and Telephone Usage Reports returned due incorrect addresses.

Many customers provided their information updates at the last TSCO WITS 2001 Briefing and we thank you. If you did not provide an update, a copy of the Customer Profile Update form is enclosed with the newsletter. Complete the form and return it to your account manager via FAX or U.S.Mail. Don't be surprised to find your account manager with the form in-hand when visiting you. We will be asking for updates regularly, so that we can provide the latest information during this rapid time change.

The update form will give us additional information, which will be used to better serve your needs. If you have voice mail, you will be added to our voice mail broadcast message system. Your e-mail address will get you the most up-to-date information available from our System Support Division. We ask that you list your Commanding Officer or Director, to properly address any information that must be distributed to the higher levels of command. And, if you identify your Systems Administrator, our IT staff will know who to call to discuss any interoperability issues that might arise.

In addition, for those of you who have on-line access to the DTS-W System, you will be able to update your address and phone number electronically.





Cellular Contract Update

The current cellular contract with Verizon Wireless, formerly Bell Atlantic Mobile, has been extended through April 30th, 2001.

Due to the extension of this contract, DTS-W and DSS-W have jointly developed a viable process during this period whereby you, will be able to take advantage of some of the newer developments in the wireless industry. We have added six new packaged minute plans to the contract. The plans range from 150 minutes per month for \$35 to 2000 minutes per month for \$200. These minutes include long distance and roaming minutes. A minute is just a minute no matter where you call from or to. The price plans are as follows:

	SingleRate 150	SingleRate 400	SingleRate 600	SingleRate 900	SingleRate SingleRate 1500	2000
Monthly Access	\$35	\$55	\$75	\$100	\$150	\$200
Monthly Airtime Allowance	150	400	600	900	1500	2000
Per Minute Rate(after Allowance)	\$.40	\$.35	\$.35	\$.25	\$.25	\$.20
Roaming	Included	Included	Included	Included	Included	Included
Wireless Long Distance	Included	Included	Included	Included	Included	Included

There are two stipulations to this added value contract option. First, there are two cellular telephone models compatible with the wireless technology currently associated with these service plans. They are, the StarTac 7868 and the Audiovox CDM 9000. Second, service as well as your equipment if necessary, must be procured with your agency credit card. This service is available as of 01 September 2000 through the end of the extension period, 30 April 2001.

As always, DTS-W has developed this contract option with the intent to satisfy our customers and keep you on the leading edge of technology, while simultaneously, staying within our contractual guidelines.

If you or your agency is interested in the packaged minute plans, please contact your DTS-W Account Manager.



With the advent and ever-changing world of technology, DTS-W recently implemented Faxination, the latest in faxing technology. It is as easy as sending an E-mail. DTS-W personnel can send faxes from their desktop, by typing your fax number in the To: field within a mail message (example: [fax:7035551212]) and clicking the Send button. With Faxination, DTS-W personnel receive a clear copy of your fax immediately in their e-mailbox rather than waiting on a fax machine. This fax method allows us to serve you quickly and more accurately. It provides us, as service provider, a copy of your document in an e-mail that is easily forwarded, printed, acted upon and can be electronically filed.

The DTS-W Web Administrators are in the process of providing a link to the DTS-W Home Page, listing all of our fax numbers. For questions, contact Robe'rt L. Palmer on (703) 696-8681.

Where Did Analog Cellular Go?



An Excerpt From The Washington Post

Remember Analog cellular service? It 's almost become a thing of the past. It is one of those items that exist, but is kept on the shelf in the back and the store stopped bothering to advertise it.

Digital wireless service debuted in 1992 and arrived in the Washington area in November 1995, when Sprint Spectrum launched its all-digital service. It didn't take long for the advantages of digital over analog to surface: better call clarity, longer battery life, more included services (such as voicemail and paging) and lower cost. Meanwhile, digital systems let wireless providers get more capacity out of their existing spectrum licenses and transmitter towers.

By 1998, digital phones were outselling analog models. Today, both Verizon Wireless (the former Bell Atlantic Mobile) and Cellular One, the two original analog providers in this area, report that about half of their customers have gone digital. New customers are opting for digital service by a wildly lopsided margin.

Cellular One, no longer offers analog service in its own stores or at its Web site, although customers can still buy it from affiliated dealers.

Should you bother? Analog service isn't going to go away--all of the local wireless providers, save Nextel, rely on it as a backstop to their digital networks.

In our tests, both companies' analog services proved to be reasonably reliable, but not bulletproof. The Cell One phone rarely dropped a call--not even during rush hour on busy Braddock Road in Fairfax County. Voice quality was surprisingly good on the receiving end. But it had trouble picking up incoming calls, which sometimes disappeared into a hail of static.

Meanwhile, Verizon analog service was perfectly crisp and reliable at off-peak hours--late morning, mid-afternoon or dinner- time. Weekday drive-time calls, however, suffered from weak volume, bursts of static and general scratchiness, occasionally in combination with dropped calls and circuits-are-busy messages.

But if analog service can compete with digital service on in-town performance, it doesn't when it comes to price. Both Cell One and Verizon's analog price plans are almost always undercut by digital alternatives that cost less and include more airtime. The two exceptions: Cell One's \$17.99 "Economy" plan (\$2 less than its cheapest digital plan) includes 15 minutes a month, and Bell Atlantic's \$14.99 "TalkAlong" (\$5 less than its low-end digital plan) includes no airtime and instead bills all use at 35 cents a minute.(Personal)

Analog services continue the custom of charging a dime or so for each call to a landline phone. Both Cell One's and Verizon's minimum-use analog services can work for you--but only if you are positive you will use the phone solely in emergencies or will distribute the number to immediate family members. If, however, you have plans beyond that-- you should consider switching to digital.

Name the Presidents & Their Birth State

Unscramble Me!

1. Incollnrabamah
2. Monrevt
3. hctarrnoolain
4. Ginwasntoh
5. ignriiva
6. loisliin
7. sxtae
8. aoiw
9. throeobvreerh
10. mranturahry
11. rabsekan
12. roegiag
13. siruomsi
14. hnesgnotairogwe
15. saknarsa
16. orweynk
17. ymratcimejr
18. denhonyesjo
19. hnosnjdlonon
20. arxnidrnochi
21. rniafliaoac
22. retruhherasct
23. mclaiinlltoiw
24. drelaagnoanr
25. io
26. shegouberg
27. misdonaesmja
28. aredwlea
29. lcerveevloarngd
30. unektyck
31. suhcamsesta
32. eldimajesargaf
33. sbeucnhaajann
34. nfliarnericpek
35. trloseovetdhero

36. mekjospa
37. erwenysej
38. lvsyannepnai
39. phmaweirnes
40. rodarledg

****Bonus Name Vice President Buried
at Soldiers Home In
Wash. DC for 2 tickets to
the 'Land of Imagination'**

**Winners Will be Announced
Next Issue!**



